

JOB TITLE: Business Services Assistant

GRADE: 6

DEPARTMENT: Juneau County Health Department

REPORTS TO: Health Officer

SALARY RANGE: See Current Wage Scale

FULL TIME, NON-UNION, NON-EXEMPT

DESCRIPTION:

The purpose of this position is to organize, administer, and lead a comprehensive office management program. The office manager must demonstrate extensive knowledge of departmental programs, operations, and policy with respect to general functions performed. A high standard of accuracy is expected despite the large volume of work to be done.

ESSENTIAL DUTIES:

- Serves as office manager.
- Reconcile department credit card statement before submitting to Finance.
- Maintain office library, including cataloging, distribution, and record keeping.
- Keep inventory and order tools for office functionality.
- Assist with planning and execution of social media posts and events.
- Work with Health Officer on multiple budgets.
- Attend educational workshops to maintain professional and technical knowledge.
- Co-developed and improved budget templates.
- Anticipate the needs of supervisors.
- Calming dissatisfied customers.
- Control office expenses.
- Serve multiple supervisors.
- Greets clients and visitors and directs them to the appropriate staff (WIC, Public Health Nurses, and Environmental Health).
- Facilitates a positive and helpful relationship with health department staff and the public.
- Communicates effectively and courteously with internal and external customers via telephone and in person.
- Manages a multiline telephone system; answers and directs telephone calls to appropriate staff; sends and receives faxes; answers routine questions regarding the Juneau County Health Department; composes routine replies to general inquiries and correspondence.
- Receives, stamps, photocopies, and files correspondence, information, and records.
- Inspects and signs for delivered packages; process incoming and outgoing mail; sorts and files documents, and coordinates appointments.
- Independently prepares correspondence, forms, surveys, resolutions, ordinances, meeting agendas, minutes, memos, grant budgets, reports, contracts, and confidential correspondence.
- May be required to participate in various public health meetings and community forums.
- Possess excellent attention to detail skills in proofing of various documents for any errors in spelling, punctuation and grammar. Also required to ensure the different elements of a layout have the correct dimensions, placement, and type. This has been expanded to grant narratives and various grant reports.
- Maintains the staff telephone tree with current telephone numbers, updates the staff address listing, and updates staff salary listing.
- Maintain calendar of events for all of Health Department staff.
- Posts Juneau County Health Department Board of Health Meetings per county policy.
- Orders office and medical supplies for the Health Department as needed and manages supply closet inventory.
- Creates and submits billings for office services (TB skin tests, immunizations, flu shots) to insurance companies and private pay.
- Prepares and sends Health Department news releases to media.

- Retrieves individual immunization records from the WIR and addresses basic immunization questions.
- Assists with Environmental Health Programs including distributing Radon Test Kits and Water Test Kits to the public, directing calls to the Sick/Dead Bird Hotline for the Wisconsin West Nile Virus Surveillance Program and maintaining a telephone list of these calls, and collecting and shipping of any specimens to the Lab. Complete Intake Information regarding nuisance calls, mold and mildew, housing issues, and open air burning complaints for the EH Specialist.
- Prepares educational brochures and pamphlets.
- Prepares employment advertising to newspapers and employment websites.
- Prepares monthly reports for grant billing to Finance Department.
- Submits monthly invoices to Finance with instructions as to which grants or health department budget to be billed along with the correct budget line item.
- Processes receipts for health department revenue and routes to County Treasurer; and maintains Accounts Receivable.
- Prepares monthly Public Health Revenue report to Health Officer.
- Payroll for Health Department as well as tracking vacation, sick, and personal time.
- Keeps clerical personnel records.
- Orientation to new employees.
- Keep Health Department policy manuals updated.
- Create and modify forms.
- Answers complaints or refers to appropriate person within the department.
- Monitors facility. Notifies appropriate departments of concerns, hazards and environmental conditions. Ensures follow-up.
- Prepares and submits Employee Change Forms to Personnel as needed for pay increases & benefits.
- Maintains Inventory for all department assets costing \$500 or more.
- Compiles statistical and financial data for the annual Local Health Department Financial and Staffing Survey for the State of Wisconsin Department of Health Services.
- Compiles information to update the Juneau County Health Department Annual Report, submits to printing, and distributes to the County Board members, the state and regional offices, providers, and other interested persons.
- Assemble information from staff to produce the Quarterly Report sent to Juneau County Providers and dentists, pharmacists, school nurses.
- Participates in National Incident Management System training for Juneau County Health Department's Mass Clinic Incident Command Structure, responsible for managing Finance and Administration, and acting as the Logistics Chief.
- During a Public Health Emergency or Communicable Disease Outbreak public health employees, including this position, may be required to accept and fulfill specialized assignments. These duties include fulfilling non-traditional work hours such as evenings and weekends.
- Yearly destruction of obsolete public health records.
- Position serves as a member of the Informational Technology Committee for the JCHD.
- Provides client-based services for a ten-county area, as assigned by the coordinator of the Wisconsin Well Woman Program. Has direct contact with patients/clients.
- Perform other duties as assigned by the Health Officer.

QUALIFICATIONS/EDUCATION/EXPERIENCE

- Knowledge of office practices and procedures, terminology, and equipment.
- Expert knowledge of the rules, regulations, policies, and program procedures of the Juneau County Health Department.
- Knowledge of business math, basic accounting practices, and English.
- Knowledge of principles and practices of business management as they pertain to personnel, accounting, office management, procurement, and budgeting controls.

- Ability to set up and maintain accurate records and files.
- Requires superior writing and proofreading skills, and the ability to compose a variety of complex and sophisticated professional documents, assessments, and reports.
- Requires experience and expertise in several software programs, including Microsoft Outlook, Word, and Excel.
- Knowledge of medical terminology.
- Ability to be self-motivated and a self-starter.
- Ability to plan, organize, and schedule priorities effectively.
- Requires outstanding interpersonal and leadership skills, problem-solving and organizational abilities, as well as the ability to work harmoniously, constructively, and cooperatively with other staff.
- Requires the ability to work with minimal supervision and to prioritize tasks in a fast-paced and stressful environment focusing on fiscal accountability and support effectiveness and efficiency.
- Must have high school diploma or equivalent; prior clerical experience preferred which provides the required knowledge, skills and abilities.

ABILITIES AND DEMANDS OF THE POSITION THE POSITION

- Ability to talk, hear, see, stand, stoop, kneel, crouch and manage stairs. Some moving of furniture required.
- Ability to work in a distractive environment with frequent interruptions.
- Must be able to tolerate the stresses associated with multiple, simultaneous demands.
- Must be able to meet deadlines and to maintain a balanced workload. Must be able to tolerate the stresses associated with deadlines, internal and external customer service and quality enhancement.
- Activities include frequent verbal and written communication, utilizing multi-line telephone systems and computer applications.
- Requires the ability to operate within the strictest legal and ethical standards regarding privacy and confidentiality of client and employee information.

EQUIPMENT USED

- Computer, telephone, photocopier, laminator, poster printer, calculator, and FAX machine.

EEOC/AA/ADA

Juneau County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.